

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: OMBUDSMAN IV -
Ombudsman Coordinator

SALARY GROUP: B23

DEPARTMENT: Administrative Review and Risk Management Division

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Paul Morales DATE: 11/03/2015

POSITION #: 019126

I. JOB SUMMARY

Performs highly advanced mediation work. Work involves overseeing dispute resolution activities; assisting individuals in resolving grievances; preparing participants for conferences, hearings, and proceedings; investigating complaints; and planning, assigning, and supervising the work of others. Works under minimal supervision with extensive latitude for the use of initiative and independent judgement.

II. ESSENTIAL FUNCTIONS

- A. Oversees the agency Ombudsman program operations and services; oversees staff that provide advice on and explains relevant state and federal laws, rules, regulations, and procedures; functions as a technical expert for grievances or claims processing procedures; and ensures compliance with statutes, policies, and procedures.
 - B. Oversees complaint investigations; oversees and coordinates dispute resolution activities; oversees and reviews analyses of complaints, findings, and resolutions; resolves or mediates various types of grievances and disputes; and recommends action to satisfactorily resolve difficult or exceptional issues.
 - C. Consults with various groups on issues and procedures concerning conferences, hearings, and proceedings; facilitates the sharing of information among various parties involved in grievances and disputes; and oversees the organization and maintenance of documentation and the recording of information on contacts and case actions.
 - D. Provides liaison with program staff, agency management, legislators, offender families, and others on behalf of individuals with a dispute or grievance.
 - E. Plans, assigns, and supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Criminal Justice, Business Administration, a Behavioral Science, or a related field preferred. Each year of experience as described below in excess of the required eight years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Eight years full-time, wage-earning ombudsman, public relations, or program administration experience.
3. Four years full-time, wage-earning experience in the supervision of employees.
4. Ombudsman or public relations experience preferred.
5. Corrections program experience preferred.

B. Knowledge and Skills

1. Knowledge of the principles and practices of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to conduct investigations and in mediation and dispute resolution.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in administrative problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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Page 3 of 3

10. Skill in public address.

11. Skill to plan, assign, and supervise the work of others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.